



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor
Dempsey Benton, Secretary

Michael S. Lancaster, M.D. and
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June 30, 2008

MEMORANDUM

To: Legislative Oversight Committee Members
Commission for MH/DD/SAS
Consumer/Family Advisory Committee Chairs
State Consumer Family Advisory Committee Chairs
Advocacy Organizations and Groups
North Carolina Association of County Commissioners
County Managers
County Board Chairs
North Carolina Council of Community Programs
NC Association of Directors of DSS
State Facility Directors
Area Program Directors
Area Program Board Chairs
DHHS Division Directors
Provider Organizations
MH/DD/SAS Professional Organizations and Groups
MH/DD/SAS Stakeholder Organizations and Groups
Other MH/DD/SAS Stakeholders

From: Leza Wainwright 

Re: **Communication Bulletin #095**
NC-TOPPS SFY 2008-2009 Improvements



In response to feedback from our stakeholders, the Division has made several improvements to the NC Treatment Outcomes and Program Performance System (NC-TOPPS) to be implemented on July 1, 2008.

Over the past several months, Division staff have worked with LMEs, providers, and consumers and families to make the system more user-friendly. Separate focus groups with providers and consumers and their family members were held regionally, while LME staff provided valuable feedback through email correspondence.

The results are streamlined interview tools and an improved user enrollment process. We believe the changes reflect an appropriate balancing of clinical usefulness and system oversight with practical implementation at the local level.

The changes for implementation on July 1, 2008 include:

- **Shorter Online Consumer Interviews.** The length of the consumer interviews have been reduced significantly. Questions have been changed to make navigating through the interview smoother. Items that stakeholders have not found to be useful for clinical decisions or service evaluation have been dropped. In addition, many items that are collected other ways have been eliminated.
- **New Printable Interview Forms.** Due to the significant changes in the questions, revised interview forms are available for downloading from the Division website at <http://www.ncdhhs.gov/mhddsas/nc-topps/systemusers.htm>. Providers who use the printable versions for on-site interviewing should begin using the new forms starting July 1, 2008.



- **Improved User Enrollment Process.** The improved process allows for clinicians to quickly make requests for changes to their enrollment and the time required for new enrollments has also been shortened. Enrollment now includes an online Data User Access Agreement through which clinicians and superusers verify that they are authorized by their agency to be a NC-TOPPS user and that they agree to maintain confidentiality for all consumers' protected health information. Enrollment requests can be accessed at <https://nctopps.ncdmh.net/ci0708/assignlogins.asp>.
- **Updated Guidelines.** The Guidelines have been revised to include the changes described above and are attached to this bulletin. They can also be downloaded at <http://www.ncdhhs.gov/mhddsas/nc-topps/systemusers.htm>

Help, input and feedback from stakeholders has been invaluable for making these improvements to NC-TOPPS. We appreciate this collaborative effort and continue to seek your suggestions for improving our consumer outcomes system.

If you have questions, please email ContactDMHQuality@ncmail.net or call the Quality Management Team at (919) 733-0696.

cc: Secretary Dempsey Benton
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